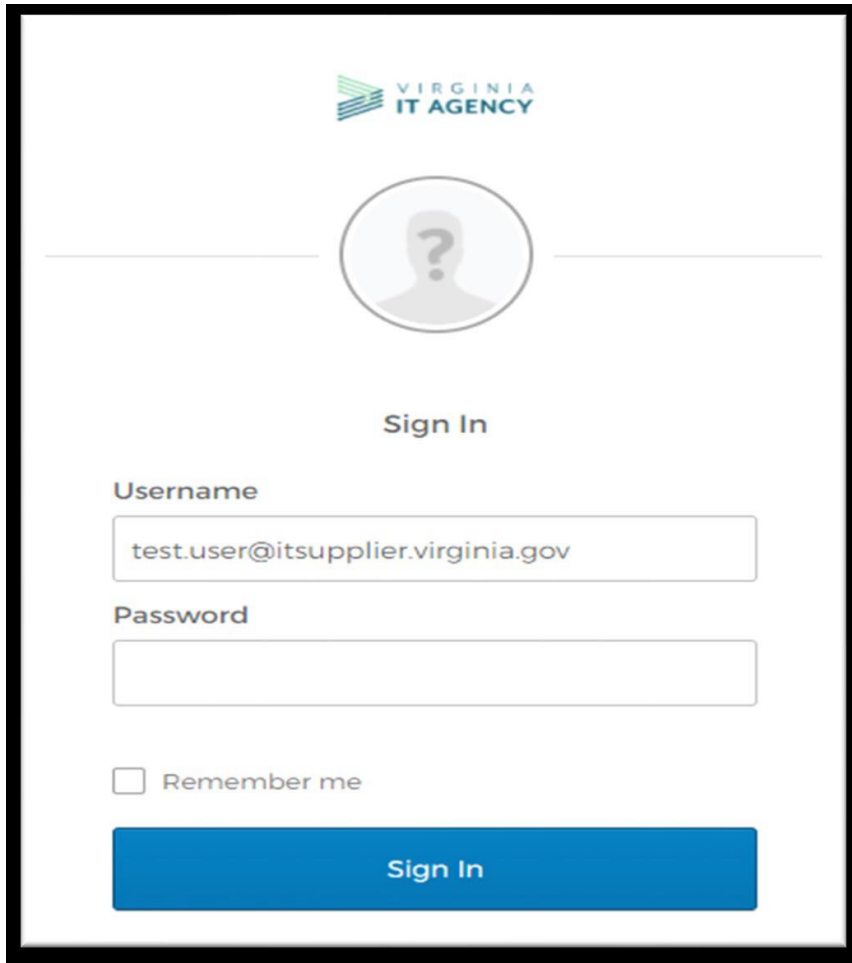


You must know your current VIM password and have the Google Authenticator App installed on your mobile device to proceed. If you don't know your current VIM password, contact the help desk for a VIM External Auth account password reset. (866) 637-8482.

You can download the Google Authenticator app from the Apple App Store or Google Play Store.

1. Navigate to <https://virginia-ex.okta.com/> using your email address and password you created when requesting your VIM account.

The image is a screenshot of a web-based sign-in interface for the Virginia IT Agency. At the top, the agency's logo is displayed, consisting of a stylized green and blue graphic followed by the text "VIRGINIA IT AGENCY". Below the logo is a circular placeholder for a user profile picture, containing a question mark. A horizontal line separates the profile area from the sign-in section. The section is titled "Sign In" in a bold, sans-serif font. Below the title are two input fields: "Username" and "Password". The "Username" field contains the text "test.user@itsupplier.virginia.gov". Below the password field is a checkbox labeled "Remember me". At the bottom of the form is a large blue button with the text "Sign In" in white.

Create your account by setting up the following:

1. Secondary Email
2. Forgot password question
3. Add phone number to reset or unlock your account via text message
4. Add phone number to reset or unlock your account via phone call
5. Choose security image

(See image on next page)

Welcome to virginia-ex, Mary!
Create your virginia-ex account



☒ Secondary email

☐ I don't have a secondary email



Choose a forgot password question

What is the food you least liked as a child? ▼

Answer



Add a phone number for resetting your password or unlocking your account using SMS (optional)

Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

+ Add Phone Number



Add a phone number for resetting your password or unlocking your account using Voice Call (optional)

Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.

+ Add Phone Number



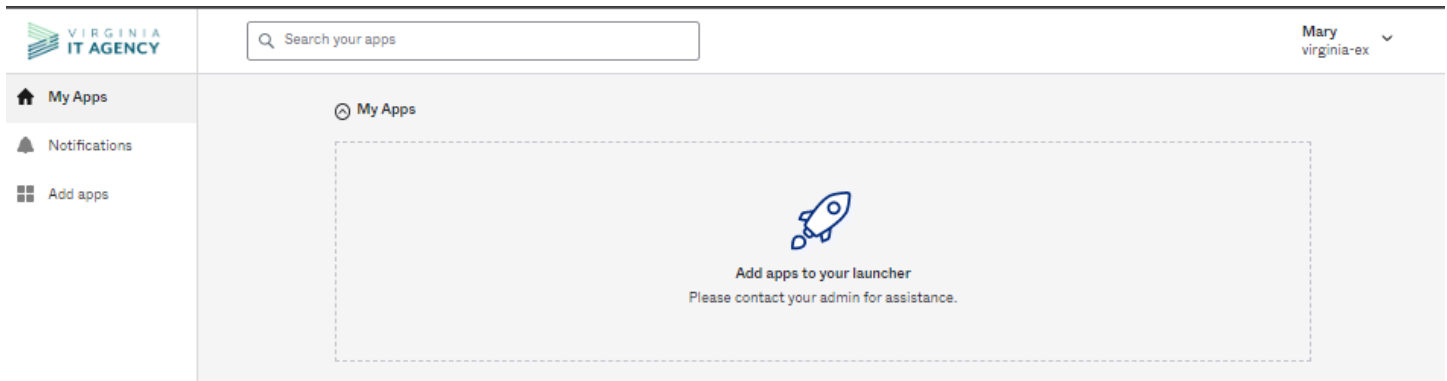
Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.



Create My Account

3. Once created your dashboard will display



Creation is complete you can now reset your VIM password and unlock your account.